

# ENGLISH EXPRESSIONS USED BY THE WAITERS IN HOTEL RESTAURANTS: THE CASE OF HOTEL RESTAURANTS IN PADANG

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## ABSTRACT

One of the applications of English for Specific Purposes (ESP) is in the hotel industry. Hotel as a part of the tourism industry needs a satisfying service by the department. The researcher reveals the English expression used to serve foreign guests at the hotel restaurants, the pattern of the English expression used in serving the foreign guest, and the locally-colored hotel restaurant tourism English used. 90 data found used in the source of data has 28 data for imperative expression, 31 data for interrogative expression, and 31 data for declarative expression. For the pattern of expression, 23 data for greeting, 18 data for offering help, 11 data for asking and giving information, 18 data for offering menu, 10 data for taking orders, and 10 data for billing and thank used. For locally-colored terms in tourism English expression used to have 22 data.

**Keywords:** *ESP, hotel restaurant, English expression, Locally-Colored*

## INTRODUCTION

The ability in using English is such a necessity nowadays. In income countries, English becomes a foreign language that matters. The specific form and function of English depending on the tasks they must complete in their career and job. English with a specific form and purpose are distinct from one another. English in a specific job is also used in a specific work such as in banks, offices, companies, schools, hotels, etc. Even though English is a foreign language in a country, the use of specific English in the country is very importantly needed.

The hotel restaurant is a sub-divisions of food and beverage departments in a hotel that serves foreign guests. The food and beverage department is a portion of a hotel that manages food and beverages. The department is a very important part of the tourism industry. George (2008) stated that the department is the second-largest category, after accommodation, which becomes a core aspect of the tourism industry. Therefore hotel as a part of tourism industry needs a satisfying service by the department. At the hotel, the department plays an important role. Bad service by the waiters at the department can negatively affect hotel

development. The satisfaction of guests depends on the service by department.

To serve foreign guests well and satisfy them, the waiters employing at the restaurant department at a hotel should have a skill of specific English related to various foods and beverages which are served in the restaurant and to the location of the hotel. The different locality causes specific English of a place to be different from that of other places. In a certain region in which English is used in the activities of tourism, there are typical characteristics in various terms in expression and phrases (Elfiondri 2021). According to Ansar (2015) in Elfiondri (2021) locally-based tourism and the effect of cultural contact on tourists' revisit intention. In the study, Mentawai traditions are those either tangible or intangible which are demonstrated in cultural tourism attractions with support by locally-based tourism English.

Based on the role of the hotel restaurant in the hotel industry and the role of locally specific English to serve foreign guests at the hotel restaurants, it importantly needs research which studies specific English used by waiters at hotel restaurants in Padang, West Sumatra – Indonesia. Literature review so far shows that there is a lack of study on specific English for hotel restaurants

in Padang. The study to be held in hotel restaurants in Padang city is focused on the English employed by hotel restaurants in communicating and serving foreign guests. Hotel restaurants which are taken as an object of the study are the restaurant of Grand Zuri Hotel, Truntum (Inna Muara) Hotel, Premier Basko Hotel, Mercure Hotel, Bumi Minang Hotel, Ibis Hotel, and Fave Hotel.

This research will be conduct about specific forms, expressions, and patterns of English to which waiters at the restaurants can refer in communicating and serving foreign guests at hotel restaurants. The forms and the patterns required in the tourism industry especially the hospitality industry. The result can also be useful for tourism personnel, hotels, academicians, and other stakeholders, and the researcher wants this research can be for other researchers to study English for Specific Purposes (ESP).

**METHOD**

This research is done by qualitative method. Mason (2002) states that “Qualitative research should produce explanations or arguments, rather than claiming to offer mere descriptions.” Data are collected qualitatively with a technique of interview and recording. Informants are interviewed using hand-phone. Informants are waiters of hotel restaurants which are selected randomly. The informants are waiters of hotel restaurants of Grand Zuri Hotel, Truntum (Inna Muara) Hotel, Premier Basko Hotel, Mercure Hotel, Bumi Minang Hotel, Ibis Hotel, and Fave Hotel. The interview through hand-phone is directly recorded. The recorded interview (dialog between researcher and informants) then is transcribed using the application Telegram based on the transcription. To analyze the data, the researcher takes steps, as follows

1. Gather the information from the interview result what English expression used to serve foreign guests at Hotel Restaurant
2. the data were selected and classified what English expression used to serve foreign guests at Hotel Restaurant
3. Analyze the data.
4. Conclude the data.

**FINDINGS AND DISCUSSION**

The researcher finds that English expressions are applied in a different situations, from breakfast to dinner. Everyone who comes to the hotel is treated with the same level of respect and formality. For example, “Hello good morning, Sir. May I know your room number ?” As many as 90 data were found used in the source of data has 28 data for imperative expression, 31 data for interrogative expression, and 31 data for declarative expression. For the pattern of expression, 23 data for greeting, 18 data for offering help, 11 data for asking and giving information, 18 data for offering menu, 10 data for taking orders, and 10 data for billing and thank used. For locally-colored terms in tourism English expression used to have 22 data. Most of the participants used of expressions imperative. Imperative expression with politeness can make the guest comfortable and enjoy with service at the hotel restaurant. The imperative expression can be greeting and make a command or instruction to the guest.

Table 1. List of The Imperative Expression Used

No	Expression
1	“Excuse me, Sir. Sit down, please.”
2	“Please sit here.”
3	“Enjoy your meal.”
4	“Wait a minute, I will take your bill.”

Table 2. List of the greeting expression used

No	Expression
1	“Welcome to lime coffee shop.”
2	“Good morning.”
3	“Welcome to Cerinti restaurant”
4	“Good morning.”

Table 3. List of the Interrogative expression used

No	Expression
1	“May I know your room number?”

2	“Can I help your food for breakfast?”
3	“What do you want?”
4	“Do you have any reservation?”

Table 4. List of the Declarative expression used

No	Expression
1	“Sorry, Sir. Your room is not including for breakfast if you wanna get a breakfast you need you to pay by cash or you gonna charge your room.”
2	“We have traditional special food in this restaurant like Gado-gado.”
3	“We have sop janda. Sop janda is like soup and vegetable, the taste is unique and traditional.”
4	“For beverage, we have mercure sling mocktail”

## CONCLUSION AND SUGGESTION

### Conclusion

ESP is a method of teaching languages in which all decisions about content and method are based on the learner’s motivation for learning. There are two main areas in English For Specific Purposes (ESP): English For Academic Purposes (EAP) and English For Occupation Purposes (EOP) are two types of English (EOP). Based on the research findings, the writer found some of the form what expressions waiters used to serve the guest and found several of locally-colored languages. And writer found what the pattern of expression to serving the guest. In this research, the writer found 90 data. The imperative expression which is the mostly type used in the source of data has 28 data, 31 data interrogative expressions and 31 data for declarative expression.

For the pattern of the expression used 23 data for greeting, 18 data for offering help, 11 data for asking and giving information, 18 data for offering menu, 10 data for taking orders, and 10 data for billing and

thankyou. For locally-colored terms in tourism English expression used to have 22 data.

### Suggestion

This research provides several suggestions for the other researchers who want to analyzes as follow :

1. The other researchers can do further research using other theories and other sources of data for example using expression
2. The other researchers can research with a type of ESP, such as ESP for guide, the other researcher just focus on 1 type of ESP to get a better understanding and perfect results.
3. The next researcher can continue this research by using the quantitative method.

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